

The SERTEC Legacy: Quality Assurance Practices Perceived to be Most Effective in Former Technikons?

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ABSTRACT Over the past decades the context in which higher education operates has changed considerably due to a number of factors such as the emergence of market tools of public policy, the rise of the new public management policy. The study aimed to (a) identify key structures and best practices within internal quality assurance mechanisms used by the surveyed institutions, consequently, gaining a good understanding of what needed to be done in the institutions to promote and assure quality. The study made use of a survey research designs and support it with the qualitative approach. All academic heads of departments and quality assurance section, in this study referred to as Quality Assurance Managers in the four participating institutions, constituted the research sample. The study, therefore, looked at the state of readiness of these institutions as a result of their self evaluation as well as the process and procedures used in developing self evaluation. The thesis of the study was that Universities of Technology would exhibit a good state of readiness for the Higher Education Quality Committee by way of established a well developed self evaluation which is prepared by a team of academics.